

Deer's Head Hospital Center PATIENT BILL OF RIGHTS



Subject to certain provisions, you or your guardian have a right to:

Receive considerate, respectful, and compassionate care;

Be provided care in a safe environment free from all forms of abuse (including verbal, mental, physical and sexual) and neglect;

Have a medical exam and stabilizing treatment for emergency medical conditions and labor;

Be free from restraints or seclusion unless needed for the safety of self or others;

Be told the names and jobs of your healthcare team members involved in your care;

Have respect shown for your personal values, beliefs, and wishes;

Be treated without discrimination based on race, color, national origin, ethnicity, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, language, or ability to pay;

Be provided a list of protective and advocacy services when needed;

Receive information about your hospital and physician charges and ask to receive an estimate of hospital charges before care is provided as long as patient care is not impeded;

Received information that is understandable, including:

- Sign and foreign language interpreters

- Alternative formats, including large print, braille, audio recordings, and computer files

- Vision, speech, hearing and other aids as needed, without charge

Receive information from your doctor or healthcare team members about your diagnosis, prognosis, test results, possible outcomes, **and be involved in your plan of care;**

Request to review your medical records, have your records and care and treatment discussions kept confidential, be provided a copy of the HIPAA notice of privacy practices;

Appropriate assessment and management of pain;

Refuse care, medication or treatment except when you are dangerous to yourself or others;

In accordance with hospital visitation policies, have an individual of the patient's choice remain with the patient for emotional support during the patient's hospital stay, choose the individuals who may visit the patient and change the patient's mind about the individuals who may visit;

Make or change an advance directive and appoint an individual of your choice to make healthcare decisions for you if you are unable to do so;

Give informed consent before any nonemergency care is provided, including the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care;

Agree or refuse to participate in medical research studies without it affecting your care;

Allow or refuse pictures for anything other than patient care;

Expect privacy and confidentiality in care discussions and treatments;

Be provided a copy of the Health Insurance Portability and Accountability Act Notice of Privacy Practices; and

File a complaint or initiate a grievance without it affecting your care;

Your rights are more fully explained in
[Rights of Individuals in Maryland Hospitals](#)

If you need additional information about your rights, want a right explained to you, or want to file a complaint because you believe your rights have been violated, you may contact the Maryland Department of Health, Office of Health Care Quality, at the following number:

410-402-8015 or 1-877-402-8218

[OHCQ](#)

The Joint Commission
www.jointcommission.org
1-800-994-6610